

The Pipeline

Volume 2000, Issue 13

March 31, 2000



Metal studs in place on 5th Floor.

Waiting for Sheetrock

By Lisa Aug, CFC - Communications

A forest of metal studs awaits drywall on the 5th floor of the CHR building. Construction of the new executive pod for CHS Secretary Helton proceeds on schedule. CHS executive staff should be able to move in by May 15.

Pipeline has received no complaints of noise, odors or other disruption from the 5th floor work. We hope that means everyone is – well, if not quite happy, at least not aggravated by these first stages of the Great CFC/CHS Floor Swap.

We trust no one is repressing their true feelings about this move – doing so will give you indigestion. Send your comments, questions and suggestions to Pipeline at lisa.aug@mail.state.ky.us. You'll sleep better.

Pipeline, a weekly newsletter for employees of the Cabinet for Families and Children, welcomes reader comments and contributions. Items for Pipeline are due by 4:30 p.m. Tuesday Call (502) 564-6786 or send information to Patricia Boler at Patricia.Boler@mail.state.ky.us

Investigating Child Abuse: New Federal Guides Available

The U.S. Office of Juvenile Justice and Delinquency Prevention has published 13 new pamphlets on identifying and investigating abuse and neglect of children. Summaries of each pamphlet are posted on the Internet at <http://ojjdp.ncjrs.org/pubs/missing.html#178893>.

Titles of the guides range from *Recognizing When a Child's Injury or Illness is Caused by Abuse* to *Forming a Multidisciplinary Team to Investigate Child Abuse*.

The site also includes a list of abuse and justice resources as well as an order form for the complete guides.



Reminder: April Is Child Abuse Prevention Month! We must all work together to protect Kentucky's children.

Wear Jeans, Save Babies

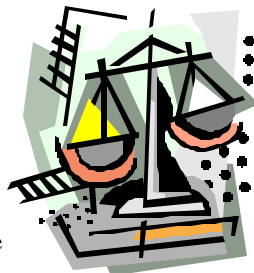
Thursday, April 6 is the March of Dimes "Blue Jeans for Babies" day in the CHR Building. For more information, contact Charlene Nation at 564-7770, ext. 3571.



CFC Legislative Update

By Mike Jennings, CFC Communications

The Cabinet for Families and Children will close out the legislative session with a winning scorecard, but it could have trouble cashing it in, given legislators' inability to agree on a budget.



All CFC-sponsored bills have passed the House and Senate. Cabinet legislation either signed by Gov. Patton or awaiting his signature includes:

- HB 165 (Kinship Care for Children), which authorizes financial support for relative caregivers of abused and neglected children;
- HB 170 (Child Protection), which advances the goals of the federal Adoption and Safe Families Act, including a heightened emphasis on the safety and permanent placement of children who are removed from their homes;
- HB 640 (Family Resource and Youth Service Centers), which makes more schools eligible for the centers; and
- HB 204 (Multiple Response), which gives child protection workers greater latitude in acting upon reports of child abuse or neglect. If children do not seem to be in imminent danger, workers could assess their families' needs with an eye toward offering help, rather than investigate alleged mistreatment.

A Senate committee's reservations about parts of HB 706 caused some last-minute nail-biting about the Gov. Patton's Early Childhood initiative, which had the cabinet's strong backing. Inter-party differences over the bill were worked out and the bill passed the Senate virtually intact on March 27, having won unanimous support on the floors of both houses.

The budgetary situation, however, casts doubt on the cabinet's ability to fulfill the promise of its legislative agenda or to avoid cuts in other programs in its charge.

Senate Republicans rejected the House-approved revenue plan recommended by the governor. A conference committee failed last week to bridge the \$140 million difference between the House and Senate versions of the state spending plan for the next two years.

Unless a way can be found to break the deadlock after the legislature reconvenes April 11 for two final days, it's likely the state will begin the 2000-01 fiscal year with a "continuation" budget. If that happened, all branches of state government would get basically the same funding they got this year.

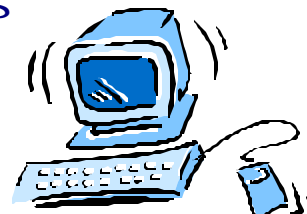
CFC could not simply continue services at current levels, however. Its legal obligations and, in some program areas, its caseloads are expanding. Inflation, while low, will continue to eat into the service levels a dollar will sustain.

Cabinet leaders say a "continuation" budget would inevitably lead to a reduction in client services and force them to make painful choices—balancing, for example, the needs of welfare recipients against those of foster and adoptive families.

The loss in services couldn't be measured in state funds alone. For almost every dollar the state withdrew, the cabinet would lose a dollar or more in federal matching funds. And if state spending on Temporary Assistance to Needy Families dipped below mandated "maintenance of effort" levels, the state would lose still more money in the form of federal penalties.

Helpful Web Sites

By Margaret Davis Harney, CFC Communications



Something new will be added to these *Helpful Web Sites* each week. Remember to "bookmark" the ones you will want to refer to often. If you've found a helpful site you would like to share in this column, e-mail it to <mailto:margaret.harney@mail.state.ky.us>.
Note: This column is provided for informational purposes only and is not intended to be an endorsement for any site or its content.

Education and Research

<http://www.kde.state.ky.us/comm/commrel/taketest> – a sample of the performance-based assessment test students in Kentucky's public schools take each April, using actual questions from the 1999 test at the middle school level. Take the sample test and share in your children's experience.
<http://www.kevu.org> – Kentucky's Virtual University, where you can attend class on-line.
<http://www.itools.com/research-it> – an on-line reference library complete with dictionary, thesaurus and translation tools.

Children

<http://www.iamyourchild.org> – I Am Your Child, information on early childhood development.
<http://www.acf.dhhs.gov/programs/cb/special/02toc.htm> – Adoption 2002: The President's Initiative On Adoption and Foster Care, Guidelines for Public Policy and State Legislation Governing Permanence for Children.
<http://www.calib.com/nccanch/index.htm> – National Clearing House on Child Abuse and Neglect information.
<http://www.missingkids.com> – Missing and Exploited Children's site, includes photos and more.
<http://family.go.com> – a site for families, including information on parenting, education, health, children's crafts, and more.
<http://www.acf.dhhs.gov/programs/ccb/data/index.htm> – child care data from the U. S. Department of Health and Human Services.

Site Visits Just the Beginning

If you're holding your breath until the Council on Accreditation site visits end next month, go ahead and breathe. Accreditation is not a one-shot deal. COA's review is the most formal aspect of our continuous improvement effort.



Officially, it's called the Cabinet's Continuous Quality Improvement Process. From a practical standpoint, CQI means fulfilling our vision of quality services.

CQI is the responsibility of every employee, both individually and as part of a CQI Team. CQI means both closely examining everything we do and seeking constructive criticism.

CQI assumes:

- Every staff person will be part of a Continuous Quality Improvement Team.
- Teams will meet individually and will send representatives to multiple-team meetings.
- All Continuous Quality Improvement meetings are equally important.
- Each team member has an equal responsibility to help improve the quality of services.
- CQI teams will resolve 90% of issues at the level where team members first identify the issue.

CQI embraces all our employees, customers, partners and stakeholders.

CQI applies to every function of the Cabinet. Teams will specifically review and address and *make decisions* regarding:

- incidents and accidents
- participant grievances
- peer review of records
- strategic plans
- customer satisfaction data
- program improvement
- CQI projects
- updates and new project proposals

CQI requires full disclosure and cooperation among teams.

Staff and stakeholders will form CQI Teams on four levels: Local, Regional, Agency and Cabinet. Staff will serve on CQI Teams at each level regardless of classification. Team service should require approximately 90 minutes per quarter of each member's time. Each Team will strive to solve issues and design and implement improvements at its own level. Each Team will inform Teams at every other level of all issues and decisions (through Team meeting minutes). One representative from each Team will serve on a multiple-team group at the next level (Regional, Agency or Cabinet), conveying unresolved issues and maintaining feedback between levels.

CQI staff will encourage participants to give us feedback about our work.

Communication is the key both to improving services and to developing trust between service providers and clients. When we ask questions about programs or the satisfaction of those we serve, we must be prepared to act on that information. We also must be prepared to hear that our services are not producing satisfactory results. It is also critical that we celebrate our successes while continuously asking how to maintain the highest quality.

COA

Council on Accreditation

Tip of the Week

Every person who transports persons served, in either a state car or their own car, must have in their personnel record:

1. **Proof of Insurance;**
2. **Annual checks of a valid Driver's License and driving record.**

EXTRA HINT:

Ensure this information is in every personnel record, then update it whenever evaluations are due.



Frankfort Area Notes and Activities

- The Annual Spring Product Sale held by the Community Mental Health and Mental Retardation Programs will be held on Friday, April 14 in the CHR Building lobby from 9 a.m. until 2 p.m. Furniture, wood products, stools, and candy will be available.
- The annual March of Dimes WalkAmerica is coming soon! The State Walk will start on Friday, April 14 at the Capitol Annex steps at 12:00 noon (Registration will begin at 11:30 a.m.). The Community Walk will be Saturday, April 15 at the Lakeview Park at 9 a.m. (Registration will begin at 8 a.m.) For more information, call (606) 278-4630.
- Flu shots will be available this fall for CFC employees, but you must sign up now! The shot are offered free of charge. Contact your office coordinator to sign up by March 31, or for more information, contact Charlene Nation at 564-7770.